

External Quality Review Overview

Delmarva Foundation for Medical Care, Inc. (Delmarva) is under contract with the Virginia Department of Medical Assistance Services (DMAS) since May 25, 2001 to provide external quality review of the managed care programs, which consists of conducting quality studies, compliance reviews, and other required activities as mandated by the Federal government. Delmarva is an External Quality Review Organization (EQRO), which is defined by the Federal government as an organization that meets the competence and independence requirements, performs external quality review and conducts other EQR-related activities as set forth in the regulations. Delmarva was established in 1973 as a nonprofit organization to promote local responsibility for health care quality, however in the present, they work to advance quality and value in health care and human services throughout the United States.

2004 EQR Studies

2003 Immunization Status at 24 Months Report- This study reports the immunization status of Medicaid and FAMIS enrollees who attained the age of two (or 24 months) during Fiscal Year 2003 (July 1, 2002 through June 30, 2003). Special emphasis shall be placed on determining the percentage of children who are fully immunized by the age of two (or 24 months), in accordance with the American Academy of Pediatrics immunization schedule in effect during the period under study.

2003 Annual Report- This is a cumulative annual report summarizing the quality of services furnished to Medicaid and FAMIS recipients by each MCO under contract with the Department. The report will synthesize the findings from the various quality studies and reports, include MCO-specific profiles as well as a statewide picture, and summarize the status of the Medallion II program in terms of progress made over the year and opportunities for improvement.

Virginia Premier Health Plan Validation of Performance Measures- The purpose of the validation of performance measures is to ensure the validity of the reported measures and to determine the extent to which the MCO followed the specifications established by the State for calculation of the performance measures. The analysis will be performed in a manner consistent with the External Quality Review (EQR) Protocols established by the Center for Medicare and Medicaid Services (CMS) BBA Section 438.352 using a methodology similar to a HEDIS audit.

MCO On-Site Compliance Review and Validation of Performance

Improvement Projects- The purpose of this review is to provide evaluation and analysis of MCO performance in meeting key structural and operational systems components that are essential for providing services to enrollees that

are accessible, timely, and meet the state's quality standards. This assessment process will include pre-site document review, on-site observation of activities, and structured interviews with MCO staff. In the annual analysis and evaluation of MCO activities, the BBA requires that a validation of the MCOs performance improvement projects also be conducted. Delmarva proposes to incorporate this validation process into the quality review.